

Business Traveller Report.

By Lufthansa City Center.

September 2009

Editorial

Dear Readers,



Times continue to be difficult and challenging. All industries are constantly looking into ways on how to cut costs. Your Lufthansa City

Center is there to support you in these efforts (at least in regards to your travel spent).

Our agents are consulting travellers that late booking and 'shop around' does not necessarily result in lower cost. Professional travel management and foresighted planning helps to gain travel documents and services on lowest fares.

Sometimes people believe in booking directly with travel suppliers on their sales channels such as public online or automated reservation systems will help them in finding the best deal. But a lot later realise that it is simply not the intention of suppliers to offer their products & services for the lowest prices. It is rather the opposite. So we invite you to use our travel and consulting services all around the world. Our agents are skilled and equipped to scan the market and always find the travel itinerary that fits your needs best and at the same time saves you time & money.

Have a good trip.

Yours,

Rainer Schäfer

Managing Director
Lufthansa City Center International

Lufthansa City Center

Worldwide a strong partner – even during the crisis

It is particularly in the current financial and economic crisis that companies must keep a sharp eye on cost control. Lufthansa City Center, as a skilled partner, assists you in keeping a handle on travel costs.



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Whether companies utilise the services provided by the approx. 600 LCC travel agencies worldwide online or offline – the

Lufthansa City Centers continue even in these difficult times to act as reliable partners in taking advantage of all possibilities for cost-cutting in the context of business travel. After all, it is particularly in the area of Travel Management that the perfect combination of a stationary travel-agency sales centre and highly efficient, custom-designed online services proves effective.

For instance, the LCC branch offices assist their customers in the introduction of travel guidelines, as well as in the effective comparison of various airfares – where practical, also including low-cost carriers. However, upon request, the customer also receives for a given route a comparison of the costs of air and rail travel.

Our other services include conclusive and individualised analysis tools, which serve (among other purposes) as a basis for negotiations with service providers concerning specific agreements on hotel accommodations and rental vehicles.

News

Double your miles for Lufthansa flights

Lufthansa City Center offers a special to their customers to collect twice as much miles. Just register yourself on www.miles-and-more.com/lccpromotion2009 and earn miles while travelling within Europe. Validity of the promotion 1st October to 31st December 2009.

United: Additional fees for luggage

United Airlines charges additional fees for the second piece of luggage for several international destinations with effect of 7th October 2009. Passengers will be charged

with 50\$ for the second piece of baggage or 45\$ if a pre-payment via their web site will be done in advance. Other American airlines comply with the new regulations also.

Qatar goes downunder

Qatar Airways expands its route map and starts flying from Germany (e.g. Frankfurt or Munich) via Doha to Melbourne, Australia. The first take-off to the destination will be on 6th December 2009. For a low surcharge feeders with Lufthansa from several German airports can be booked..



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Travel. So close.

Do's and Don'ts

Business Etiquette for Hong Kong

Rules which business travellers should observe – and blunders to avoid.

Greeting

When greeting people a small bow is usual, a gentle handshake is also acceptable.

Punctuality

Always appear at business and private appointments punctually, rather be too early than too late. Do not show any annoyance should the other party arrive late. Punctuality is considered a mark of respect and courtesy just as it is by us.

Business Negotiations

Appointments must be agreed in advance. A little small talk is usual at the beginning of negotiations. After which, visiting cards are exchanged with everybody present (in Latin and Chinese script, handed over with two hands). Do not expect any quick decisions and do not show any disappointment should no contract be forthcoming. Business negotiations happen at a slow pace. Patience is the key to success. Never allow your partner to be in a position where he could lose face.

Attire

Hong Kong-Chinese are surprisingly formal in their attire. For normal business attire: men wear dark-coloured suits and ties, women wear business suits or skirts and blouses. Basic rule: better to be over-dressed than underdressed..

Invitations

As a general rule, invitations by the Hong-kong-Chinese are to restaurants – an invitation to a private house is largely taboo. The rule in restaurants is: one person orders, one person pays (no „splitting“).

Blunders to avoid

Being too direct/confrontational, this embarrasses the other person and spoils the relationship. Always be respectful towards your business partner, the Chinese value good manners and restraint.

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Schenker Travel Hong Kong – numerous German corporate clients

The former British crown colony of Hong Kong is one of the most important economic hubs of South-East Asia today. Even though sovereignty was transferred back to the People's Republic of China in 1997, Hong Kong is nevertheless still profiting from special rights as a Special Administrative Region and acts as a gateway to the Chinese market.



The Schenker Travel agency was established in 1984 as a subsidiary of Schenker International Ltd and has belonged to the Lufthansa City Center Group since 1997. Primarily, the business has a corporate leaning; with employees generating 70 percent of the turnover in the business travel sector and 10 percent with Incentive Tours. Metro Group Baying HK, Knorr-Bremse Asia Pacific, Otto International (H.K.), Munich Reinsurance Company and Eurogroup Far East count amongst the largest clients in this corporate sector. Above all else, Hong Kong has a fascinating potpourri of Chinese and international (business) culture, it is both modern and lively and yet still firmly rooted in its traditions. Contact partner: Charline Lee (charline.lee@dbschenker.com, Tel. +852 2585 2643) and Vicki Lee (vicki.lee@dbschenker.com, Tel. +852 2585 2642).

Insider Tips: Hong Kong

After landing at the modern Chek Lap Kok Airport, opened in 1998, you can either travel by taxi into the centre of Hong Kong, a journey of around 30 minutes (approx. 250 HK dollar, 23 Euro), or you can use the Airport Express which will take you to Central in 23 minutes and which is directly connected to the underground rail system. Charline and Vicki recommend that you stay at the Mandarin Oriental, the Peninsula and the Four Seasons (luxury category) or the Conrad, the Renaissance Harbour View and the Shangri-la Hotels (Business).

Yung Kee, a traditional restaurant, has been awarded a prestigious Michelin star (www.yungkee.com.hk), a cheaper alternative, typical for the city on the sea, is the Jumbo Floating Restaurant (www.jumbo.com.hk). Anybody who is looking for authentic Chinese flair, should look out for the seafood restaurants on the island of Cheung Chau. Locals can be found late into the night in one of the many bars in Lan Kwai Fong (www.lankwaifong.com) and Soho.

Business Plus



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Hong Kong has still managed to maintain its reputation as a shopping paradise for all things electrical, as well as clothing and shoes. You can experience the lively hustle and bustle of the markets (for example, at the Temple Street Night Market) and the modern shopping centres in Harbour City or on the Festival Walk. At night, Hong Kong comes to life with its magnificent sea of lights („Symphony of Lights“). Spectacular views across the blaze of lights over Kowloon are best found at Victoria Peak on Hongkong Island. The Temple Big Buddha in Lantau is also well worth recommending and so too, as a contrast, is the new Disneyland or even a trip on the Star Ferry across Victoria Harbour.



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Qatar Airways

Two new routes to India

Scheduled flights to the northern Indian city of Amritsar will be launched on October 11 ahead of Diwali, the religious festival of lights.

Two weeks later, beginning October 25, the idyllic beach destination of Goa will be added to Qatar Airways' growing route network in India in preparation for the inbound winter holiday traffic.

Qatar Airways will be the first full-service scheduled international airline flying to Goa



– a popular retreat, particularly among European holidaymakers.

Both routes will be operated four-times-per-week non-stop from the airline's hub in Doha, capital of the State of Qatar. The two-class Airbus A320s to be used on the route are configured with 12 seats in Business and 132 seats in Economy.

Qatar Airways currently operates 56 flights a week between Doha and India – daily non-stop services to Delhi, Mumbai, Chennai, Hyderabad, Ahmedabad, Trivandrum, Cochin and Kozhikode. The addition of Amritsar and Goa will take Qatar Airways' Indian capacity up to 64 flights a week.

Lufthansa

Lufthansa A380: the new fascination of flight

The countdown is running for the new Lufthansa flagship. Accompany each stage of the launch of the world's most innovative passenger aircraft interactively.



Lufthansa's web platform at <http://a380-b2b.lufthansa.com> gives A380 fans the opportunity to find out about the latest developments surrounding the new flagship of the Lufthansa fleet and to experience the fascination of flight.

In addition to text content, the website also contains a range of images, video-on-demand functions, downloads and even competitions. The web platform will be continuously updated with additional details and functions until the Lufthansa A380 enters active service.

Further details and functions will be supplied regularly – so stay tuned!

Dorint Hotels & Resorts

Dorint • An der Messe • Köln

Dorint An der Messe Köln is a popular meeting place for business travelers as well as city visitors. Situated directly opposite the eastern entrance to the exhibition centre it is also just a few minutes walk from the centre of the city.

You will find easy access to the Inter City (ICE) railway station, the A3/ A4 motorways and the international airport.

313 elegant rooms and suites equipped with air-conditioning, telephone, ISDN, Lan, WiFi, fax and modem connections offer you all you need for your business.

Let us arrange your meetings and conventions in one of 13 flexible conference and function rooms for up to 550 people. All of them provide the latest conference technology, air-conditioning and natural daylight. Recharge yourself and relax in our wellness club "Vital Spa" that features a pool,

whirlpool, sauna and solarium. Enjoy fine dining in our restaurant "L'Adresse" and spoil yourself with fine Mediterranean delicacies in an elegant atmosphere or have freshly tapped beer with local dishes in our gastro pub "Düx". Wind your day down with your favourite drink in our hotel bar "Accanto".



Hertz

Hertz now offers 3rd generation Neverlost system in Europe

Even smaller, smarter and more compact – Hertz now offers a unique version of its ground breaking third generation satellite navigation system.



It doesn't just make the driving experience easier and more relaxing, but Hertz NeverLost fits in every pocket now and leads your way even when leaving the car. It is a portable unit with 13 languages to choose from and it offers seamless cross border capability as well as mapping for 27 countries. It is ideal for independent travellers who like to know where they are going.



The system automatically adjusts volume levels so it can be heard above traffic or wind noise and has extensive, detailed mapping, a wide, easy-to-use full-colour touch-screen that provides access to turn-by-turn directions to points of interest simply by touching an icon.

A QuickSpell facility helps with unfamiliar names and the multiple search option even allows you to search for restaurants by cuisine type or the nearest petrol station allowing you to safely stay in the car while you find your way.

Hertz Neverlost uses the same technology right across Europe and in the USA so wherever you rent from Hertz you have the reassurance of benefiting from a familiar system.

For reservation ask your travel agent.

NH Hoteles

NH Berlin Potsdamer Platz opening soon

Modern and tastefully decorated, this is typically for NH Hoteles. In Winter 2009/2010 will open the tenth hotel by the Spanish Hotel group in the German capital.



The most specific of this 3-star hotel is the novel room concept which is innovative, modern and stylish, just adapted for Berlin. Since weeks two example rooms can be adored in the NH Berlin-Mitte and visitors are impressed.

The hotel is located in the heart of Berlin-Mitte, close to the Tempodrom events centre and therefore a perfect base for business meetings or from which to explore the world-famous attractions of Berlin. Its proximity to the excellent public transport network means that Berlin's airports and the ICC Trade Fair grounds are just a short ride away.

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